

Job Profile - Accountancy Officer

Job Title: Accountancy Officer

Job Grade: Level 3 Zone 1

Salary Range: £30,893 - £35,488

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. This post provides support for Camden's residents with their rent openings and other rent related matters and helps Camden maximise income.

About the role

This role is to carry out Rent Support duties on behalf of the Council, working in a small team. Tasks will include setting up tenancy starts for residents and non-residents, processing refunds, arranging balance transfers, processing claims for compensation of charges, and processing insurance applications. You will answer queries from residents by phone, email and post relating to their rent account, process financial information using Camden's systems, identify and chase gaps in information, and respond to queries from other teams relating to Rent Support work.

About you

You will have knowledge of Northgate or other relevant computer systems or a willingness to learn. Strong IT literacy, advanced spreadsheet skills and a high level of attention to detail are also required for the role. You will have knowledge of financial control frameworks within large IT systems. You will also be a strong team player, able to work on a rota basis but with a flexible approach. Strong communication skills both verbally and in writing to residents and colleagues in other teams is also an essential requirement for the role as you will be communicating with residents by phone and email.

Work Environment:

The role is based at 5 Pancras Square, however the majority of the team are currently working from home most of the week so this would be acceptable in the short term.

People Management Responsibilities:

None

Relationships:

You will be working in a small team with colleagues performing the same functions on a rota basis. You will be managed by the Heat Metering Project Manager and the Charges Controller on an interim basis until the role of Strategic Rent Accountant is filled

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would

like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,